



# Training Academy

## Tailored training designed for your needs

Three unique virtual training courses are offered to Works users through the CityWide Software Training Academy. Each three-hour course is tailored to the experience level of the user and allows participants to learn directly from the Academy's expert trainers. The first training course (W1) will focus on training new users to get up and running with the Works module. The second training course (W2) will be oriented to Works Admin Users who may have been using the Works system for some time and would like training on how to utilize some of the new and existing features of Works. The third course (W3) will enable users to make the most of the Works module by setting up preventative maintenance schedules against their assets, automatically receiving notifications when events are due and easily turning the events into work orders.



## CLICK HERE TO REGISTER

[psdrcs.com/software](https://psdrcs.com/software) [info@psdrcs.com](mailto:info@psdrcs.com) 519.690.2565

## Works Training Courses

### COURSE W1

### Works New End User Training

#### Prerequisites

None. The course is intended for first-time users of Works.

#### Learning Objectives:

- ✓ Logging in and navigation
- ✓ Creating Service Requests & Work Orders
- ✓ Approving Service Requests to Work Orders
- ✓ Completing & closing Service Requests & Work Orders
- ✓ Creating & searching for Service Requests & Work Orders via GIS
- ✓ Searching & overview reporting

#### Course Dates:

- August 7th 9-12pm ET
- October 16th 1-4pm ET

#### Registration Fee:

\$495.00 per client - each client can select as many staff as they would like to join the virtual course.

#### Registration Cap:

In order to allow for an interactive session, this course will be restricted to 8 clients. Each client can select as many staff as they would like to join the virtual session. Registration is available on a first-come first-serve basis.



# Training Academy

## What can Works do for my organization?

Works is a complete Computerized Maintenance Management System (CMMS) that enables organizations to prioritize, schedule and track maintenance requests, events and projects. With desktop and mobile versions, Works users can streamline the entire work order process – from service request to work order generation – and capture valuable real-time data in the field for better record keeping and enhanced decision-making.

## CLICK HERE TO REGISTER

[psdrcs.com/software](https://psdrcs.com/software) [info@psdrcs.com](mailto:info@psdrcs.com) 519.690.2565



## COURSE W2

### Works Advanced Admin User Training

#### Prerequisites:

Some working knowledge of Works (either through taking the New End User Course training or using the system independently).

#### Learning Objectives:

- ✓ Configuration - Service Request types & Work Order types
- ✓ Creating User Defined Attributes
- ✓ Creating Custom Notification Rules, processes & statuses
- ✓ Updating Custom Resource Lists (i.e. Equipment, Parts/Material, Workers, Vendors)
- ✓ Setting Works global preferences
- ✓ Using Works Bulk Update Tool



#### Course Dates:

- August 13th 9-12pm ET
- October 22nd 1-4pm ET

#### Registration Fee:

\$495.00 per client - each client can select as many staff as they would like to join the virtual course.

#### Registration Cap:

In order to allow for an interactive session, this course will be restricted to 8 clients. Each client can select as many staff as they would like to join the virtual session. Registration is available on a first-come first-serve basis.



# Training Academy

## Harnessing the full power of Works

“The Works module is a great tool for managing daily tasks and operations in one central location. It can improve communication, tracking and reporting throughout the organization and it’s extremely user friendly.”

- Melanie Stubbs, Treasurer, Township of Edwardsburgh Cardinal



**CLICK HERE TO REGISTER**

[psdrcs.com/software](https://psdrcs.com/software) [info@psdrcs.com](mailto:info@psdrcs.com) 519.690.2565

## COURSE W3

### Works Preventative Maintenance Training

#### Prerequisites:

Some working knowledge of Works (either through taking the New End User Course training or using the system independently).

#### Learning Objectives:

- ✓ How to create a PM Schedule
- ✓ How to create PM notification rules
- ✓ How to approve PM events into a Work Order
- ✓ How to complete PM Work Orders and trigger next PM events
- ✓ How to modify a PM Schedule
- ✓ How to dismiss & reschedule PM events
- ✓ Other ways find & create PM Work Orders (dashboard, grid search & GIS)

#### Course Dates:

- August 15th 1-4pm ET
- October 24th 1-4pm ET

#### Registration Fee:

\$495.00 per client - each client can select as many staff as they would like to join the virtual course.

#### Registration Cap:

In order to allow for an interactive session, this course will be restricted to 8 clients. Each client can select as many staff as they would like to join the virtual session. Registration is available on a first-come first-serve basis.

## Contact Us

[www.psdrcs.com](http://www.psdrcs.com)

519-690-2565

[info@psdrcs.com](mailto:info@psdrcs.com)

PSD is an industry leading research, consulting services and software solutions firm for enterprise asset management and budgeting. Our team consists of former local government executives, senior managers, and technical specialists with decades of hands-on experience in the fields of corporate services, public works, asset management and finance.

[info@psdrcs.com](mailto:info@psdrcs.com) | [@PSDintelligence](https://www.instagram.com/PSDintelligence)

Offices:

London, ON

Toronto, ON

Victoria, BC